Course Title:  Communication Skills for Healthcare Workers

Course Description:
Learn the skills needed to effectively communication with physicians, coworkers, hospitals, physician offices, patients and their family members. Scenario based activities will help students learn to manage real life situations.

Course Prerequisite(s):
High school diploma or GED equivalent

Course Objectives:
1. Identify healthcare industry specific challenges to effective communication
2. Define situations specific to healthcare that require exceptional communication skills
3. Describe strategies to create positive outcomes in highly stressful situations with physicians, co-workers, patients and family members
4. Integrate methods to effectively resolve difficult communication situations in the healthcare setting

Textbook(s): None

Lesson Plan
Session 1:  Introductions, review of syllabus, course outline, discuss methods of communication (verbal and non-verbal) and challenges in the healthcare workplace

Session 2:  Scenario based activities, discussion of appropriate and inappropriate communications in the healthcare workplace

Session 3:  Scenario based activities; discuss implications of inappropriate communication in the healthcare environment

Session 4:  Scenario based activities, discussion, and course evaluation